

The Federal Communications Commission

Dear The Federal Communications Commission,

It seems you have gained the attention of the telecommunications industry with this one.

After a lengthy struggle last year with AT&T to recover half of a \$1000.00 phone bill (average monthly phone bill was \$40.) because they failed to listen to my repeated requests and complaints, I was able to recover half, but only because I filed a complaint through your organization.

For this I'm grateful and applaud the efforts for your leadership in the industry. As a career communicator and customer I see and understand, first hand, the problem.

Listening to a five minute gripe (urgent request to complain to you about how unfairly they are being treated, and of course how they will have to pass on the additional cost to their customers) by AT&T when I use their prepaid card is a waste of my time. Since Trac Phone has also joined this annoying trend I'm using their forum to let you know that I think your doing a good job, and appreciate your service to this country.

I personally do not care how much I pay for the telecommunications service. You get what you pay for, and I'll be the judge of whether the cost is justified. If not then I simply won't use it. People have survived longer without telecommunications than with, on this planet. I would (personally) like the leadership in the telecommunications industry (and your organization as well) start looking toward the time when this will become the opposite. If we are still categorizing the age era, then we are at the dawn of the information age. Let's start looking ahead, instead; to see what good we can do for humanity, -instead of bartering (agricultural age term) over nickels (industrial age invention). Goodnight, sleep tight and don't let your conscience keep you awake.

Sincerely,

James Bond
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